



**Ministry of Health and  
Long-Term Care**

**Ministère de la Santé et des Soins  
de longue durée**

**Inspection Report under  
the Long-Term Care  
Homes Act, 2007**

**Rapport d'inspection prévue  
sous la Loi de 2007 sur les foyers  
de soins de longue durée**

**Long-Term Care Homes Division  
Long-Term Care Inspections Branch**

**Division des foyers de soins de  
longue durée  
Inspection de soins de longue durée**

Central East Service Area Office  
419 King Street West Suite #303  
OSHAWA ON L1J 2K5  
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Centre-Est  
419 rue King Ouest bureau 303  
OSHAWA ON L1J 2K5  
Téléphone: (905) 433-3013  
Télécopieur: (905) 433-3008

**Public Copy/Copie du public**

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<b>Report Date(s) / Date(s) du Rapport</b>	<b>Inspection No / No de l'inspection</b>	<b>Log # / No de registre</b>	<b>Type of Inspection / Genre d'inspection</b>
Mar 25, 2019	2019_626501_0006	002800-19	Complaint

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**Licensee/Titulaire de permis**

Revera Long Term Care Inc.  
5015 Spectrum Way, Suite 600 MISSISSAUGA ON L4W 0E4

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**Long-Term Care Home/Foyer de soins de longue durée**

MacKenzie Place  
52 George Street NEWMARKET ON L3Y 4V3

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**Name of Inspector(s)/Nom de l'inspecteur ou des inspecteurs**

SUSAN SEMEREDY (501)

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**Inspection Summary/Résumé de l'inspection**

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**The purpose of this inspection was to conduct a Complaint inspection.**

**This inspection was conducted on the following date(s): March 4, 5, 6, 7, 8, 11, 12, 13 and 14, 2019.**

**The following intake was inspected:**

**#002800-19 related to falls prevention and responsive behaviours.**

**Written Notification and Compliance Order, related to LTCHA, 2007, s. 6(1), identified in this complaint inspection #2019\_626501\_0006 has been issued in concurrent critical incident Inspection #2019\_626501\_0007.**

**During the course of the inspection, the inspector(s) spoke with the Director of Care (DOC), registered nurses (RN), registered practical nurses (RPN), personal support workers (PSW), physiotherapist, physiotherapist assistant and family member.**

**During the course of the inspection, the inspector reviewed health care records, the licensee's investigation notes, relevant policies and procedures and video surveillance footage.**

**The following Inspection Protocols were used during this inspection:**

**Falls Prevention**

**Responsive Behaviours**

**During the course of this inspection, Non-Compliances were not issued.**

**0 WN(s)**

**0 VPC(s)**

**0 CO(s)**

**0 DR(s)**

**0 WAO(s)**



**NON-COMPLIANCE / NON - RESPECT DES EXIGENCES**

<p>Legend</p> <p>WN – Written Notification VPC – Voluntary Plan of Correction DR – Director Referral CO – Compliance Order WAO – Work and Activity Order</p>	<p>Légende</p> <p>WN – Avis écrit VPC – Plan de redressement volontaire DR – Aiguillage au directeur CO – Ordre de conformité WAO – Ordres : travaux et activités</p>
<p>Non-compliance with requirements under the Long-Term Care Homes Act, 2007 (LTCHA) was found. (a requirement under the LTCHA includes the requirements contained in the items listed in the definition of "requirement under this Act" in subsection 2(1) of the LTCHA).</p> <p>The following constitutes written notification of non-compliance under paragraph 1 of section 152 of the LTCHA.</p>	<p>Le non-respect des exigences de la Loi de 2007 sur les foyers de soins de longue durée (LFSLD) a été constaté. (une exigence de la loi comprend les exigences qui font partie des éléments énumérés dans la définition de « exigence prévue par la présente loi », au paragraphe 2(1) de la LFSLD.</p> <p>Ce qui suit constitue un avis écrit de non-respect aux termes du paragraphe 1 de l'article 152 de la LFSLD.</p>

Issued on this 1st day of April, 2019

**Signature of Inspector(s)/Signature de l'inspecteur ou des inspecteurs**



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**Original report signed by the inspector.**